



Canal Winchester Resident Survey – 2008



Thank you for taking 5 to 10 minutes to fill out this survey, so that the Village of Canal Winchester can continue to better serve you!

Quality of life

1. Do you generally think things are headed in the right direction in Canal Winchester?
☐ Yes ☐ No ☐ No Opinion
2. Do you generally like living in Canal Winchester?
☐ Yes ☐ No ☐ No Opinion
3. Rate how satisfied you are with the following on a scale of 1 to 5 (1 – very dissatisfied, 5 is very satisfied)
 - a. _____ Safety of your neighborhood
 - b. _____ Police protection
 - c. _____ Amount of parks, open space and recreational facilities
 - d. _____ Presence of trees
 - e. _____ Traffic in your neighborhood
 - f. _____ Traffic in Canal Winchester
 - g. _____ Condition/maintenance of roadways
 - h. _____ Distance to commercial areas
 - i. _____ Water and sanitary sewer services
 - j. _____ Historic, arts and cultural activities
 - k. _____ Quality of housing
 - l. _____ Employment opportunities
4. What do you like least about living in Canal Winchester? Please give us your feedback in a few sentences.

5. Do your friends living outside the Village have a sense of all Canal Winchester has to offer?
☐ Yes ☐ No ☐ No Opinion
6. How do you explain our quality of life in Canal Winchester? (circle all that apply)
 - a. Beautiful suburban setting
 - b. Safe neighborhoods to raise children
 - c. Good mix between urban and rural character
 - d. Historic, charming downtown
 - e. Small town atmosphere
 - f. Friendly, family environment
 - g. Quality schools
 - h. Close to a big city without the hassles
 - i. Well-run government services (administration, public utilities etc.)
 - j. Reasonable growth and development
 - k. Other: _____
7. Rank in order the locations where you most frequently do your retail shopping with (1) being the most frequent.
 - a. _____ Canal Winchester
 - b. _____ Pickerington
 - c. _____ Grove City
 - d. _____ Eastland
 - e. _____ Polaris
 - f. _____ Easton
 - g. _____ Lancaster
 - h. _____ Downtown Columbus area
 - i. _____ On-line
 - j. _____ Other: _____
8. Rank in order the areas where you most frequently dine away from home with (1) being the most frequent.
 - a. _____ Canal Winchester
 - b. _____ Pickerington
 - c. _____ Grove City
 - d. _____ Reynoldsburg
 - e. _____ Gahanna
 - f. _____ Polaris
 - g. _____ Easton
 - h. _____ Lancaster
 - i. _____ Downtown Columbus area
 - j. _____ Other: _____
9. Industrial areas and businesses help generate revenues that pay for improved public services, and provide residents access to local jobs. Do you agree with the Village’s efforts to attract businesses and develop areas in order to keep residential taxes lower?
☐ Yes ☐ No ☐ No Opinion
10. What types of businesses would you like to see locate in Canal Winchester? (circle all that apply)
 - a. More retail
 - b. More professional services
 - c. More light industrial firms
 - d. More healthcare
 - e. Other: _____

Public Facilities

11. If the Village were to acquire additional parkland, what amenities would you most like to see at a new park? (Rank from most to least important, with 1 being most important)

- a. Shelter house

b. Picnic area

c. Reception hall

d. Jungle gym/swing set

e. Softball/baseball field

f. Soccer field

g. Basketball court

h. Tennis court
- i. Sand volleyball court

j. Walking/bike path

k. Dog park

l. Open green space

m. Pond

n. Skate park

o. Other:

12. Do you think Walnut Creek is an important resource for our community?

- ☐ Yes
- ☐ No
- ☐ No Opinion

13. Do you use Walnut Creek for recreation?

- ☐ Yes
- ☐ No
- ☐ No Opinion

14. If yes, how many times have you visited Walnut Creek in the past year?

- ☐ 1-5
- ☐ 5-10
- ☐ More than 10

15. If yes, how do you make use of Walnut Creek? (circle all that apply)

- a. Fishing
- b. Swimming
- c. Wading
- d. Canoeing/kayaking
- e. Other:

16. What statement do you most agree with? (circle one)

- a. Walnut Creek needs more public access areas
- b. Current access to Walnut Creek is satisfactory
- c. No opinion

17. Do you and/or your family patronize the Canal Winchester swimming pool?

- ☐ Yes
- ☐ No

18. If yes, how many times have you visited the swimming pool in the past year?

- ☐ 1-5
- ☐ 5-10
- ☐ More than 10

19. If offered once per month during the summer, would you attend a family night at the municipal pool?

- ☐ Yes
- ☐ No

20. Which features/amenities would you most like to see added at the swimming pool? Rank from most important to least important, with (1) being most important.

- a. More chairs

b. Waterslide (would eliminate diving from side of pool)

c. Additional large shade umbrella

d. Expanded baby pool area
- e. Additional picnic area

f. Lap swim hour(s)

g. Water aerobics (fee-based)

h. Infant/toddler swim lessons (fee-based)

i. Other:

21. Are you aware that the Frances Steube Community Center facilities (kitchen, multi-purpose room and lounge) are available for public use?

- ☐ Yes
- ☐ No

Public Service

22. Do you read the Water Department’s “Consumer Confidence Report” that is mailed to you each year?

- ☐ Yes
- ☐ No

23. If yes, do you feel that the “Consumer Confidence Report” clearly explains the high quality of Canal Winchester’s water supply?

- ☐ Yes
- ☐ No
- ☐ No Opinion

24. In order to be environmentally friendly, save money and extend the life of the water infrastructure, the Village’s water conservation policy limits when residents can water their lawns. Do you support this approach?

- ☐ Yes
- ☐ No
- ☐ No Opinion

25. If not, why not?

26. The Village has taken a number of steps to reduce water pollution in our community, including reducing combined sewer overflows and the amount of grease and fatty solids deposited in our sewer lines. You also play an important role. Would you be interested in learning more about how you can help prevent water pollution in our community?
- ☐ Yes ☐ No ☐ No Opinion
27. If you perceive fallen autumn leaves as a problem, would you support the use of conifers (evergreens) as street trees in some situations?
- ☐ Yes ☐ No ☐ No Opinion
28. Science has indicated woodlands and natural areas help maintain stream health. Do you think protecting and enhancing woodlands and natural areas near streams should be a Village priority?
- ☐ Yes ☐ No ☐ No Opinion

Communication/Events

29. Do you feel you are being kept informed about what is happening in Canal Winchester?
- ☐ Yes ☐ No ☐ No Opinion
30. How do you currently keep informed about the Village of Canal Winchester (circle all that apply)
- | | |
|--|--|
| a. <i>This Week</i> weekly newspaper | e. Village Web site (www.canalwinchesterohio.gov) |
| b. <i>Suburban News (The Times)</i> weekly newspaper | f. Attendance at Village Council/public meetings |
| c. <i>Southeast Messenger</i> weekly newspaper | g. Word of mouth |
| d. Printed quarterly Village newsletter mailed to your residence (<i>Community Connection</i>) | h. Other: _____ |
31. How would you prefer to receive information about the Village of Canal Winchester? Rank from most important to least important, with (1) being most important.
- | | |
|---|--|
| a. _____ Weekly newspapers | |
| b. _____ <i>Columbus Dispatch</i> | |
| c. _____ Printed quarterly newsletter mailed to your residence (<i>Community Connection</i>) | |
| d. _____ Quarterly newsletter <i>e-mailed</i> to your inbox | |
| e. _____ Annual written report to community | |
| f. _____ Canal Winchester Web site (www.canalwinchesterohio.gov) | |
| g. _____ Local radio station _____ (specify station) | |
| h. _____ Local network TV _____ (specify station) | |
| i. _____ Attend Village Council meetings/other public meetings | |
| j. _____ Word of mouth | |
| k. _____ Other: _____ | |
32. Do you have regular access to the Internet?
- ☐ Yes ☐ No
33. If yes, where do you primarily access the Internet? (circle one)
- | | |
|---------|-------------------|
| a. Home | d. Friend's House |
| b. Work | e. Library |
| c. PDA | f. Other: _____ |
34. How often do you visit the Village Web site? (circle one)
- | | |
|--------------------------|-------------------------|
| a. Once a year | e. Once a week |
| b. Once every few months | f. Several times a week |
| c. Once a month | g. Never |
| d. A few times per month | |
35. Have you visited the Village's redesigned Web site, www.canalwinchesterohio.gov, since it was launched in March?
- ☐ Yes ☐ No
36. If yes, is it easy to use?
- ☐ Yes ☐ No ☐ No Opinion
37. Do you have any suggestions for the Village's Web site?
- _____
- _____
- _____
38. In the future, would you log onto a Web site to take a community survey if you were mailed a postcard with instructions rather than a printed copy of the survey?
- ☐ Yes ☐ No

39. Would you sign up online to receive email updates from the Village? These updates may include press releases shared with the media and emergency notifications.
- ☐ Yes ☐ No
40. Canal Winchester hosts several events each year. Circle each of the following events you have attended in Canal Winchester in the past year. (circle all that apply)
- a. Music & Art in the Park

b. Labor Day Festival

c. Christmas in the Village

d. Taste of Canal Winchester

e. Farmer’s Market

f. Other: _____

g. Didn’t attend any Canal Winchester events

41. Are there any suggestions you have for the above events?

42. Are there any other events you would like to see in Canal Winchester that are not currently offered?

Customer Service

43. Over the last year, have you contacted the Village staff to address a concern?

☐ Yes ☐ No

44. If yes, please describe the issue.

45. Did the staff address your concern quickly?

☐ Yes ☐ No ☐ No Opinion

46. Were you satisfied with how your concern was resolved?

☐ Yes ☐ No ☐ No Opinion

47. If not satisfied, how could the staff have improved?

48. Are you satisfied with the law enforcement services provided by the Fairfield County Sheriff’s Office for the Village of Canal Winchester?

☐ Yes ☐ No ☐ No Opinion

49. Please indicate how strongly you agree or disagree with the following statements (Circle one.)
- a. The Fairfield County deputies are polite and professional.

Strongly Agree Agree Neither Agree/Disagree Disagree Strongly Disagree

b. I am satisfied with how often I see police cruisers in the Village.

Strongly Agree Agree Neither Agree/Disagree Disagree Strongly Disagree

c. I would like to see more traffic enforcement in the Village.

Strongly Agree Agree Neither Agree/Disagree Disagree Strongly Disagree

50. Is there any other important issue you would like to see your Canal Winchester government address?

Demographic/Socio-Economic

51. Age (circle one)

18-2425-3031-4041-5051-65Over 65

52. Gender (circle one)

MaleFemale

53. Marital status (circle one)

MarriedSingleDivorcedWidowed

54. How many years have you lived in Canal Winchester?

55. Do you rent or own your home? (circle one)

RentOwn

56. How many children under 18 live at your residence?

57. How many adults 18 or older live at your residence?

58. Highest level of education (circle one)

a. High school graduate
b. Some college
c. Associates degree
d. Bachelor’s degree
e. Some graduate school
f. Graduate/professional degree
g. Other

59. Are you retired?

Yes

No

60. Annual household income (circle one)

a. \$25,000 or less
b. \$25,001 - \$50,000
c. \$50,001 - \$100,000
d. \$100,001 - \$150,000
e. \$150,001 or more

61. Are you employed?

Yes

No

62. If not, are you actively seeking work?

Yes

No

63. In which community does the primary wage earner in your household work? (circle one)

a. Canal Winchester
b. Groveport
c. Pickerington
d. Lancaster
e. Dublin
f. Hilliard

g. Westerville
h. Downtown Columbus area
i. Polaris Area
j. Easton Area
k. Other

64. If there is a second wage earner in your household, in which community does he/she work? (circle one)

a. Canal Winchester
b. Groveport
c. Pickerington
d. Lancaster
e. Dublin
f. Hilliard

g. Westerville
h. Downtown Columbus area
i. Polaris Area
j. Easton Area
k. Other:

Thank you for taking the time to fill out this survey. Please enclose this survey in the postage-paid envelope we have provided, and drop it in the mail by November 19. Your input will help us make Canal Winchester an even greater place to live and work!